

Dummy Data - SLIs with Filter

Based on Dummy Data - SLI Performance

Current Status	September Performance	Service	Service Category
Green	1	Availability - Physical Hosting - Unix Servers	Compute Services
Green	1	Availability - Physical Hosting - Windows Servers	Compute Services
Yellow	5	Configuration Change Request - Acknowledgement	Compute Services
Yellow	5	Configuration Change Request - Hardware Change	Compute Services
Red	15	Configuration Change Request - Software Change	Compute Services
Green	1	New Physical Server Request - Acknowledgement	Compute Services
Green	1	New Physical Server Request - Consultation	Compute Services
Green	1	Physical Server Decommission Request	Compute Services
Green	1	Physical Servers to Administrator Ratio	Compute Services
Green	1	Technical Consulting - Acknowledgement	Compute Services
Green	1	Technical Consulting - Provisioning	Compute Services
Green	1	Availability - Virtual Hosting - Unix Platforms	Compute Services
Green	1	Availability - Virtual Hosting - Unix Servers	Compute Services
Green	1	Availability - Virtual Hosting - Windows Platforms	Compute Services
Green	1	Availability - Virtual Hosting - Windows Servers	Compute Services
Green	1	Configuration Change Request	Compute Services
Green	1	Configuration Change Request - Standard	Compute Services
Green	1	New Virtual Server Request - Standard	Compute Services
Green	1	New Virtual Server Request - Standard	Compute Services

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Service Area	SLI
Data Center Services	% availability
Data Center Services	% availability
Data Center Services	# of business days to acknowledge configuration change request
Data Center Services	# of business days to implement hardware configuration change
Data Center Services	# of business days to implement software configuration change
Data Center Services	# of business days to acknowledge a request for new physical server
Data Center Services	# of business days to provide consultation for new physical server request
Data Center Services	# of business days to decommissioning physical server
Data Center Services	Average number of physical servers per administrator.
Data Center Services	# of business days to acknowledge a request for technical consulting
Data Center Services	# of business days to provision of technical consulting
Data Center Services	% availability of virtual hosting - Unix Platforms
Data Center Services	% availability of virtual hosting - Unix Servers
Data Center Services	% availability of virtual hosting - Windows Platforms
Data Center Services	% availability of virtual hosting - Windows Servers
Data Center Services	# of business days to complete a configuration change request
Data Center Services	# of business days to complete configuration change request
Data Center Services	# of business days to complete new virtual server
Data Center Services	# of business days to a complete new virtual server

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Green	1	New Virtual Server Request - Expedited	Compute Services
Green	1	New Virtual Server Request - Expedited	Compute Services
Green	1	Server Decommission Request	Compute Services
Green	1	Snapshot and Recovery Request	Compute Services
Green	1	Technical Consulting - Acknowledgement	Compute Services
Green	1	Technical Consulting - Acknowledgement	Compute Services
Green	1	Technical Consulting - Provisioning	Compute Services
Green	1	Technical Consulting - Provisioning	Compute Services
Green	1	Virtual Image to Administrator Ratio	Compute Services
Green	0.99982	Availability - EDC Data Center Facilities	Facilities Services
Green	0.99471	Availability - Other Data Center Facilities	Facilities Services
Green	0.99982	Availability - WDC Data Center Facilities	Facilities Services
Green	1	Data Center Onsite Assistance Request	Facilities Services
Green	3	DCIM Survey Request	Facilities Services
Green	1	Facilities Access Request - Expedited	Facilities Services
Green	1	Facilities Access Request - Standard	Facilities Services
Green	1	Hardware MAC Request - Expedited	Facilities Services

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Data Center Services	# of business hours to a new virtual server (requires management escalation for expedited service)
Data Center Services	# of business days to complete a new virtual server (requires management escalation for expedited service)
Data Center Services	# of business days to decommission virtual server
Data Center Services	# of business days for snapshot and recovery request
Data Center Services	# of business days to acknowledge a request for technical consulting
Data Center Services	# of business days to acknowledge a request for technical consulting
Data Center Services	# of business days to for provisioning of technical consulting
Data Center Services	# of business days to for provisioning of technical consulting
Data Center Services	# of average of virtual images per administrator
Data Center Services	% availability of EDC facilities based on aLevel 3 Data Center Availability standard.
Data Center Services	% availability of other facilities based on aLevel 2 Data Center Availability standard.
Data Center Services	% availability of WDC facilities based on aLevel 3 Data Center Availability standard.
Data Center Services	# of business hours to acknowledge the request for assistance.
Data Center Services	# of business days for providing DCIM survey report
Data Center Services	# of days for providing access to the data center facilities.
Data Center Services	# of business days for providing access to the data center facilities.
Data Center Services	# of business days for performing the hardware installation, move or decommission that was requested